



21st Theater Sustainment Command
Office of the Staff Judge Advocate
Stuttgart Claims Office

For information on how to complete your notice of loss and damage form or on how to file a claim, call DSN 421-4597 / 2473 or com. 0711-729-4997 / 2473

CALL NOW – DON'T WAIT!

The Claims Office is located at the **Stuttgart Law Center**, Kelley Barracks, building 3312, room 222. Claimants are seen on an appointment basis on Mondays, Tuesdays, Wednesdays and Fridays 09:00 - 12:00 and 13:00 -17:00, and on Thursdays 13:00 – 17:00. We are closed on Thursday mornings 09:00 - 12:00, USAREUR training holidays and federal holidays. **Walk-ins only for DDForm1840R turn-in (all Military Services)**. Please call for appointments.

IMPORTANT: *Under the Full Replacement Value Program (FRV), it is possible to give notice of loss and damage **directly** to the Transportation Service Provider (TSP) without having to go to the Military Claims Office (MCO). All you need to do is **email, fax, or send** your **TSP** a list of the damaged items within **75 days** and keep some sort of confirmation that proves that you met your deadline.*

HOW TO GO ABOUT INITIATING A CLAIM THROUGH THE CLAIMS OFFICE:

Most important step: turn in your **DD Form 1840 / 1840R** (the pink form) to the Claims Office within **70 calendar days** from the date of delivery (start counting the day after the delivery). Every day counts, to include weekends and holidays. It is not very likely that you will get paid for items not timely reported on that form. Click on the sample form on our website to view a full-sized DD Form 1840/R.

You (or your spouse) should submit this form **in person**. We do not accept faxed, scanned or emailed copies if you are stationed in the local Stuttgart area and we do not take responsibility for forms lost, not received or turned in late when electronically transmitted or when left on our doorstep. Claimants are only briefed directly, not by email or through third parties.

If you had two or more shipments coming in, then you should have more than one set of notice forms. Block 10 on the DDForm1840 states the Code of Service. Code J is your unaccompanied baggage or express shipment, Code 4 is your household goods or

non-temporary storage release. Find the **inventory** that goes with the shipment. If you are not sure which one is which, compare the date on the inventory to the pick-up date in block 8 on DDForm1840 and see if it matches. Another way to match up the documents is by PPGBL number. You can find that number in block 7 of your DDForm1840.

The DD Form 1840 / 1840R should have been given to you by the **delivery agent** and it does not have to be pink. If you don't have a copy, come to us regardless.

To complete this form, **leave** the **1840** side titled 'Joint Statement of Loss or Damage at Delivery' **untouched**, reverse it, and only **write** in original ink **on the 1840R** 'Notice of Loss or Damage' side. If you have more damages than will probably fit on the pages provided you, make a copy of the DDForm1840R before you start writing on it, or use a blank piece of paper and model your list after the table on this form.

On **DD Form 1840R**, only complete section A:

A1. The PPGBL/order number can be found on the 1840 side in block 7. The date of delivery is printed in blocks 14f and/or 15f.

A2. Look up the inventory number of the item on your copy of the inventory that was prepared at pick-up, write down the name of the item as listed on the inventory and come up with a damage description to include the nature, extent and location of the damage. If an item was in a box that was labeled as something different from what it should have been or from what you would call it, describe the item with your own words or annotate what other items it was packed with to clarify why the box was mislabeled. 'Broken', 'damaged' or 'not working' are not valid damage descriptions. You need to be more specific when describing damages.

We accept all pink forms on a walk-in basis. Please always **bring your original inventory with you and all available copies of the DDForm1840/R**.

We will properly complete and dispatch the form and we will brief you on your filing options when you are at our office.

Your Claims Paralegal **cannot waive** the 75day notice requirement. Circumstances like the Claims Office being closed on your 75th day do not constitute good cause for missing your deadline.

Don't have anything repaired before you submit your notice form and don't throw any damaged items away.

If you are not sure you are doing this whole thing right, come to us, we'll help you!